

CASE STUDY

Houston Methodist Medical Office Buildings Simplifies Facilities Maintenance and Management with Performo™

Implementing Performo asset maintenance and work order tracking software gives Houston Methodist Medical Office Buildings (MOB) the tools required to keep up with the needs of 800 tenants across 39 buildings. Expanded capabilities and configured workflows simplify Houston Methodist MOB's facility management processes, boosting efficiency, effectiveness, and tenant satisfaction.

PERFORMO BY THE NUMBERS



800
tenants



39
buildings



12
campuses



1,200+
assets



2,100+
preventative maintenance schedules

THE INITIAL CHALLENGE

Houston Methodist is comprised of a leading academic medical center and seven community hospitals serving the Greater Houston area. With safety, quality, and service as top priorities, making sure the Houston Methodist MOB facilities are in working order and meet the needs of their tenants and patients is critical.

In 2008, Houston Methodist MOB was struggling to track and manage their preventative maintenance activities. They had no insight into what work was currently being done and no way to verify what work had been completed in the past.

Houston Methodist MOB began looking for a software solution that would allow them to set up and track preventative maintenance in a unified way. Since they were already using Wizard's Projecto software to track their capital projects, the addition of Performo to manage preventative maintenance was a logical next step.

THE WIZARD SOLUTION

After the initial implementation of Performo to track preventative maintenance, Houston Methodist MOB began expanding their use of Performo to manage their facilities more comprehensively. The Wizard professional services team continues to tailor and refine their solution, configuring workflows, layouts, and data fields to optimize how the Houston Methodist MOB facilities management team works and serves their tenants.

Robust preventative maintenance management

Without a way to carefully track necessary equipment maintenance, Houston Methodist MOB was risking damage to their assets and disruption to their operations.

Performo helps them manage their preventative maintenance activities, giving them the insight needed to prioritize activities, cut down on inefficiencies, streamline their processes, and avoid extensive and costly repairs down the road.

“The Wizard team quickly familiarized themselves with the way we work, which was a tremendous benefit. I showed them how I wanted to do things, and they showed me how Performo could be customized to match—and simplify—it. I love Performo because it makes my job easier.”

— Lynn Barnett, Account Representative III,
Houston Methodist Medical Office Buildings

Simplified work order creation, tracking, and reporting

With 39 buildings and 800 tenants across 12 campuses, Houston Methodist gets a lot of work order requests.

Before Performo, how tenants requested work varied by campus. Some submitted handwritten tickets using hard-to-read triplicate forms that were equally hard to keep track of, while some sent emails directly to engineers and others called the management office.

Performo standardized this process across the board, allowing Houston Methodist MOB’s facility managers to field requests, dispatch engineers and workers, and pay contractors through the system in a timely manner.

With standardized processes in place, Houston Methodist MOB was able to save \$250,000+ since implementing Performo in 2008—and the savings continue.

The centralized database also gives Houston Methodist MOB greater insight into their operations and increases the efficiency of daily task management.

Better tenant support

From painting and furniture to heating and cooling, tenants can now submit and track their work order requests through Performo. Tenants receive emails letting them know their ticket's status and when a ticket has been closed—allowing them to follow up or ask questions.

Houston Methodist MOB's facility team can also view tenant history in Performo. This enables them to identify and address recurring issues that may be a symptom of a larger problem.

More comprehensive facilities management

Houston Methodist MOB continues to grow their use of Performo by:

1. Ensuring all work requests are managed within the solution and not via phone or email
2. Making product training available for new tenants and workers
3. Implementing Performo in all new offices to manage all work order requests, corrective and preventive maintenance, and assets

“Performo’s work order system allows me to specify where we need the work done, how it should be paid for, and the timeframe for completion. Because it goes directly to the MOB admin offices, the response is usually immediate and the work gets done quickly. The system is easy to use and even easier to explain to new users.”

— Pete Nelson, Project Specialist,
Houston Methodist Primary Care Group
and Specialty Physician Group

Wizard Software delivers solutions that are simple to use, with powerful feature sets, yet flexible enough to be tailored to the specific needs of capital project managers, facility managers, and lease administrators.

Our solutions are unique because our clients are. For over 25 years, Fortune 1000 corporations and major healthcare systems, universities, and state and local governments have trusted us to deliver software solutions that align with the way they work.



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